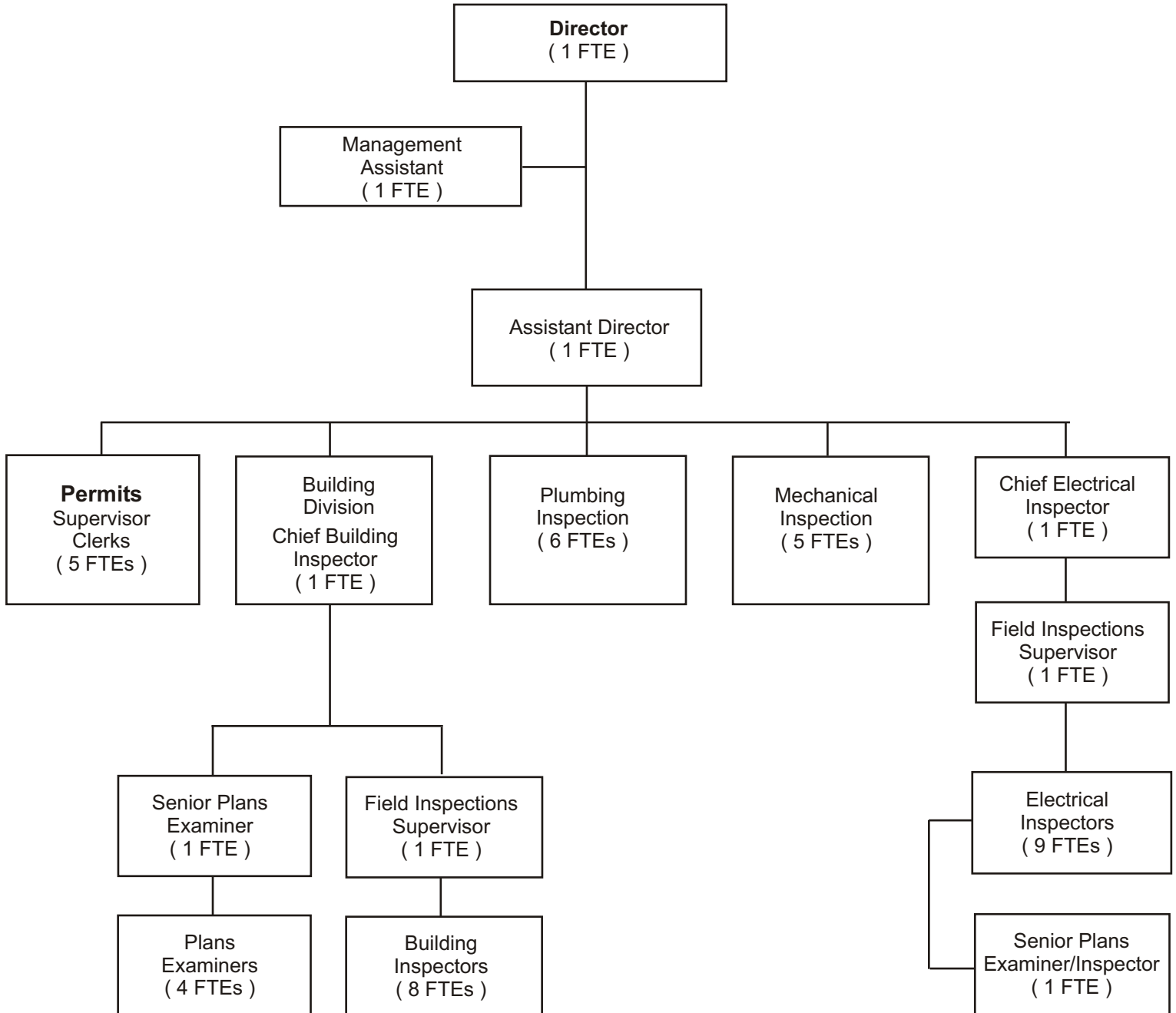




Durham City/County Inspections Department (46 FTEs)



DURHAM CITY-COUNTY INSPECTIONS

Mission:

To provide a cost effective level of service designed to assure the adequate protection of the health and safety of the citizens of the City and County of Durham through assertive enforcement of the various State Building, Electrical, Plumbing, Mechanical, and Fire Codes and local Zoning Ordinances.

PROGRAM DESCRIPTION

Inspection Services

\$2,969,478
46 FTEs

The Durham City-County Inspections Department is a merged City and County Department that administers and enforces the North Carolina State Building Codes and Durham City-County Zoning Ordinances. State Law mandates the inspection of all building construction for the purpose of enforcing the various construction codes, thereby assuring the adequate protection of the general public's health and safety. In addition, the City and County regulate development through the merged City-County Zoning Ordinance.

The City-County Inspections Department receives permit applications for all construction trades (building, electrical, plumbing, mechanical, and signs), reviews plans and specifications (including Fire Prevention plan reviews), issues permits for all construction activity, and follows up with field inspections to determine compliance with all applicable codes and the Zoning Ordinance. The Department also provides day care facility inspections, semi-annual inspections of all public schools, inspections for Durham Housing Authority, follow-up inspections in response to citizens' concerns, Board of Adjustment case reviews, Development Review Board case reviews and Rezoning case reviews.

The current level of service supports economic development activities that increase citizen access to high quality jobs while increasing the City's tax base (and leading to a prosperous economy), by providing assistance to encourage new and existing development, and by providing prompt and efficient professional plan review and inspection services. In addition, the current level of service provides assistance with efforts to improve the livability of the City (encouraging sustainable, thriving neighborhoods) by managing the City's growth, protecting and preserving the environment, and maximizing the use of public infrastructure by providing plans review and inspections for all renovation/remodeling and new construction activities. This service helps ensure that all residential and commercial construction meets the NC State Building Code for safety and health, as well as complying with the Zoning Ordinance requirements, which are structured, to preserve and protect the environment.

To assist the Department of Housing and Community Development in their efforts to eliminate substandard housing (leading to adequate, safe, and affordable housing), the Inspections Department provides electrical, plumbing, and mechanical inspections for the Department of Housing's permits and projects. In addition, the electrical inspectors have been assisting with the "Neighborhood Sweeps" program initiated in the City Manager's office. In a continuing effort to do their part in assisting with the reduction of crime in Durham (to assist in ensuring that all Durham citizens are safe), the field inspectors in the Inspections Department have been trained to recognize potential crime situations, so that while they are in the field, they can report any suspicious activities directly to 9-1-1 by using their cellular phones. In addition, the Inspections Department has scheduled an "update" class with the Police Department on "Eyes and Ears," to include information on gang-related activity and recognition of suspicious activity.

RESOURCE ALLOCATION

	Actual FY 2002-03	Adopted FY 2003-04	Estimated FY 2003-04	Adopted FY 2004-05	Change
Appropriations					
Personal Services	\$ 2,435,983	\$ 2,630,546	\$ 2,445,496	\$ 2,746,840	4.4%
Operating	182,925	242,090	222,900	222,638	-8.0%
Capital	1,995	15,000	5,000	-	-100.0%
Total Appropriations	\$ 2,620,903	\$ 2,887,636	\$ 2,673,396	\$ 2,969,478	2.8%
Full Time Equivalents	46	46	46	46	-
Part Time	3	3	3	3	-
Revenues					
Discretionary	\$ (1,162,322)	\$ (180,296)	\$ (711,499)	\$ (571,136)	216.8%
Program	3,783,225	3,067,932	3,384,895	3,540,614	15.4%
Total Revenues	\$ 2,620,903	\$ 2,887,636	\$ 2,673,396	\$ 2,969,478	2.8%

BUDGET ISSUES FOR FY 2004-05

- This budget implements "One-Stop Shop" software.
- This budget funds part time help to run parallel systems with the implementation of "One-Stop Shop."
- As initiated in the FY 2003-04 budget, the FY 2004-05 budget absorbs Durham County inspection duties and related revenues.

UNFUNDED OR UNDERFUNDED ITEMS

• Collision Repairs	\$5,174
• External Printing	\$2,750
• Long Distance Service	\$1,600

COMPLETED INITIATIVES FOR FY 2003-04

- Inspected all public schools and new day care facilities.
- Conducted requested inspections within 24 hours 90% of the time.
- Reviewed 84% of all residential plans within four working days.
- Maintained 100% compliance in Fleet Maintenance preventive maintenance program.
- Performed two quality assurance inspections behind each inspector each month.
- Continued to make available a bi-lingual employee in the Administrative Division (to help with the City's Hispanic initiative).
- Participated in economic development projects such as the American Tobacco project, Merck Pharmaceutical project, Blue Devil Ventures project, and the Target/Sams project (former South Square Mall site).
- Successful implementation of the County's new Impact Fee.
 - Revised City Impact Fee Forms, Building Permit Applications.
 - Revised Inspections Department mainframe to allow the County to post County Impact Fee Credits.
- Implemented Technology Surcharge to cover anticipated expenses for the new One-Stop Shop Initiative Software.
- Streamlined the Fire Prevention plans review process for billing by incorporating the billing process into the building permit billing process.
- Implemented new International Codes.
- Implemented Employee Suggestion Program (response to Climate Survey).
- Implemented cross-certification program in the Plans Review Division.

DEPARTMENT INITIATIVES FOR FY 2004-05

- Assist in the reduction of the incidence of crime through participation in the "Eyes and Ears" program.
- Assist with enforcement provisions of the Resource Protection Ordinance.
- Assist with implementation of software application for development-related "One-Stop Shopping."

GOALS, OBJECTIVES & STRATEGIES FOR FY 2004-05

GOAL: *To provide for the safety and health of citizens by ensuring that all construction meets the North Carolina State Building Codes.*

OBJECTIVE: Perform two quality control inspections per inspector per month.

STRATEGY: Appropriate Chief Inspector/Field Supervisor will report status of quality control inspections monthly during departmental staff meetings.

MEASURE:	Actual FY 2003	Adopted FY 2004	Estimated FY 2004	Adopted FY 2005
Quality control inspections per inspector per month	2.6	2.0	2.5	2.0
% Inspections found to be accurate	99%	98%	99%	98%

GOAL: *To provide accurate and prompt plan review.*

OBJECTIVE: Review 90% of all residential plans within 4 working days.

STRATEGY: Utilize express review program. The status will be reported monthly during departmental staff meetings.

MEASURE:	Actual FY 2003	Adopted FY 2004	Estimated FY 2004	Adopted FY 2005
% Residential plans reviewed in 4 days	74%	90%	84%	90%
% Plan errors found in field	.23%	1.0%	0.6%	1.0%

GOAL: *To provide timely response to customer requests.*

OBJECTIVE: Respond to requested inspections within 24 hours 90% of the time.

STRATEGY: Appropriate Chief Inspector/Field Supervisor will report status of response time monthly during departmental staff meetings.

MEASURE:	Actual FY 2003	Adopted FY 2004	Estimated FY 2004	Adopted FY 2005
% of inspections performed within 24 hours	94.7%	90%	93%	90%
Inspections/inspector/day	16.6	14	15	14